DOCUMENT RESUME

ED 112 230 CE 005 255

AUTHOR	Minsel, Robert; Garman, Jerry
TITLE	Store Security: Reducing Shoplifting.
INSTITUTION	Ohio State Univ., Columbus. Ohio Distributive Education Materials Lab.
REPORT NO	VT-102-025
PUB DATE	Dec 72
NOTE	67p.; For related documents, see CE 005 252-254 and CE 005 260
AVAILABLE FROM	Distributive Education Materials Laboratory, Ohio State University, 1885 Neil Avenue, 115 Townshend Hall, Columbus, Ohio 43210 (No price given)
EDRS PRICE	MF-$0.76 HC-$3.32 Plus Postage
DESCRIPTORS	Case Studies; Course Content; *Distributive Education; Instructional Materials; *Prevention; *Retailing; Sales Workers; Security; State Legislation; *Stealing; *Teaching Guides
IDENTIFIERS	Ohio; *Shoplifting

ABSTRACT

The major purpose of the course outline presented in the document is the reduction of stealing in retail stores. The teaching outline is formatted by juxtaposing the content outline of each substantive area next to relevant activities and methods. Some of the topics covered are psychology of shoplifting, tools used by shoplifters, Ohio's law on shoplifting, and what to do to reduce shoplifting or if a shoplifter is spotted. Also included are two case studies, handouts for the various units, tests, and a program format for a shoplifting seminar. (LJ)

****
* Documents acquired by ERIC include many informal unpublished *
* materials not available from other sources. ERIC makes every effort *
* to obtain the best copy available. Nevertheless, items of marginal *
* reproducibility are often encountered and this affects the quality *
* of the microfiche and hardcopy reproductions ERIC makes available *
* via the ERIC Document Reproduction Service (EDRS). EDRS is not *
* responsible for the quality of the original document. Reproductions *
* supplied by EDRS are the best that can be made from the original. *
****

ED112230

STORE SECURITY: REDUCING SHOPLIFTING

U S DEPARTMENT OF HEALTH
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION
THIS DOCUMENT HAS BEEN REPRODUCED EXACTLY AS RECEIVED FROM THE PERSON OR ORGANIZATION ORIGINATING IT. POINTS OF VIEW OR OPINIONS STATED DO NOT NECESSARILY REPRESENT OFFICIAL NATIONAL INSTITUTE OF EDUCATION POSITION OR POLICY

Produced and Distributed by

THE DISTRIBUTIVE EDUCATION
MATERIALS LABORATORY
1885 Neil Avenue (115 Townshend Hall)
Columbus, Ohio 43210

(VT 102 025)

CE 005 255

ACKNOWLEDGMENTS

The preparation of this material was completed by the following individuals: Mr. Robert Minsel, Teacher-Coordinator, Sylvania High School, Sylvania, Ohio and Mr. Jerry Garman, Adult Consultant, Distributive Education Services, Columbus, Ohio.

The Instructional Materials Laboratory, Distributive Education Services, also wishes to express its appreciation to the Ohio Council of Retail Merchants, Columbus, Ohio for their untiring efforts and support of Distributive Education and the fight against shoplifting. Their assistance and contribution of material helped in the completion of this teaching outline.

December, 1972
Columbus, Ohio

TABLE OF CONTENTS

	Page
Introduction	1
Purpose and Objectives	4
Resources	6
Psychology of Shoplifting	8
Ohio's Shoplifting Law	10
The 10 Types of Shoplifters	18
Tools Used by Shoplifters	22
Factors that Contribute to Shoplifting	25
Methods the Retail Employee Uses to Reduce Shoplifting	27
What To Do and What To Avoid When You Spot a Shoplifter	29
The Recognition, Detection, and Apprehension of the Shoplifter	30
How to Interview the Shoplifter	32
Handouts	
Case #1	33
Case #2	34
Provisions of Shoplifting Laws	35
Tips on Handling Shoplifting Problems	36
Eighty Points of Security Control	37
Misdemeanor/Felony Test	45
Security Check List	47
Shoplifter Types and Characteristics Test	52
How To Interview the Shoplifter	54
Points to Remember	55
Shoplifting Seminar	56
Agenda for Class	57
Thank You From a Shoplifter	58

INTRODUCTION

The crime is stealing.

The criminal is anyone.

The amount stolen can range from 1¢ to any limits.

The place - any place where retailers offer goods for sale.

The item - anything of value.

The reason - varies from no reason to a real need.

This is Shoplifting

This teaching outline discusses this crime called SHOPLIFTING. As in most teaching outlines, the material is presented on the left-hand portion of the T-outline format and the methods on the right side of the page. What you won't find in this outline are the names of the thousands of young people and adults who have had their lives ruined by falling victim to the old line that "shoplifting is not stealing". SHOPLIFTING is stealing and it can ruin your reputation, future job opportunities and self pride.

It is the responsibility of the instructor of this course to dredge up all the negative impacts that a shoplifting conviction can have upon the individual and weigh it with the odds that he will eventually get caught.

It is also your responsibility, as instructor, to use discretion and good judgment in discussing the material found in this outline. What you might discuss with in-store employees would not be discussed or shown to impressionable young people who just might try your ideas out. You are responsible; accept this responsibility and help reduce shoplifting in this country. Remember, SHOPLIFTING takes everybody's money.

The upsurge in shoplifting can be attributed to several developments:

1. The advent and expansion of self-service stores. When variety stores began to switch to self-service, the managers thought that thefts would decrease through the reduction of clerks handling cash. The decrease was more than offset by the increased number of customers who shoplifted. A merchant made this reply: "In self-service, we ask the customers to help themselves. They sure do!"

2. The removal of most barriers between goods and customers in stores. Open displays make shoplifting easier. As an old proverb states, "Opportunity makes the thief."

3. Improved display techniques psychologically designed to increase impulsive buying. The manager of a chain store said, "We try to tempt people into buying and we tempt them into stealing."

4. The society in which we live has increased various degrees of boredom, competitiveness and opportunism. This may account for the increased number of people shoplifting.

Between ten and twenty percent of shoplifters are professionals who make a living by converting the merchandise into cash. The other eighty to ninety percent are so-called "amateurs".

Professional shoplifters usually travel in rings and have headquarters in one of the metropolitan areas. A few of these professional outfits have made Columbus their headquarters and worked in other cities.

The casual pilferer steals for any one of a number of reasons:

1. Not being able to pass up the chance to take something for nothing.
2. Desire for attention.
3. Actual need.
4. Fun of taking something without being caught.
5. Psychological reasons.

Most of these casual pilferers are women and children who definitely do not look like criminals. They may be housewives, mothers, career girls, businessmen, children or teenagers.

Children and teenagers often become shoplifters to be accepted by their friends. Pre-teen and teenage girls who shoplift usually take merchandise they can use or wear.

The national statistics account for value of merchandise shoplifted in excess of $3-1/2 billion a year. As you can readily ascertain, shoplifting is a major crime in the United States.

Shoplifting laws have been enacted in forty-nine states. The District of Columbia has no laws which deal with the specific crime of shoplifting. In California, which has no shoplifting law as such, the law of arrest allows a police officer to make an arrest when he has reasonable cause to believe a felony has been committed by the person arrested without incurring liability for false arrest. Decisions of the courts have maintained that a merchant or his employee may detain a suspected shoplifter for a reasonable length of time if he has probable cause to believe goods have been stolen (Collyer v. Kress; 5 California 2d, 175). Other states specifically mentioned these items in their laws: detention, definition, immunity, guilt, specific penalties (See handout on Provision of Shoplifting Laws at the end of this outline.

This outline has been developed so that the teacher can use flexibility in the presentation of the material. It can be taught in four sessions of approximately two hours each for a total of eight hours; or it can be taught in a shorter period of time on an emergency basis by the use of handouts. The number of sessions can be determined by the instructor and his advisory group.

As stated above, you are needed to help reduce the stealing prevalent in the nation's retailing businesses through the promotion and teaching of this material. Remember, Shoplifting Takes Everybody's Money.

PURPOSE AND OBJECTIVES

Purpose

The major purpose of this course is to assist in the reduction of stealing in retail stores. This can be accomplished by utilizing the materials found within in several ways:

(1) Inform all persons on the nature of the problem.

(2) Train retail personnel to effectively control the problem.

(3) Education the public (teenagers and adults) in regards to the shoplifting laws and penalties existing.

(4) Inform all young people, teenagers, and adults on the seriousness of the crime and the many ramifications of getting caught.

Objectives

The objectives of this course are:

(1) To identify the nature of the shoplifting crime.

(2) To explain and contrast the various psychological motives emerging in our society.

(3) To identify the ten types of shoplifters and differentiate activities of each.

(4) To list the major factors that contribute to shoplifting.

(5) To identify the methods retail personnel can utilize in reducing shoplifting losses.

RESOURCES

1. Resource speakers: (1) Attorney
   (2) Judge
   (3) Sheriff
   (4) Store security
   (5) Adult Distributive Education Consultants
   (6) Police

2. Filmstrip--"Shoplifting--The Pest Against You," N.R.M.A.'s Training Film Directory, National Retail Merchants Association, 100 West 31st Street, New York, New York 10001.

3. Business Principles and Management, 5th Edition, South Western Publishing Company.

4. "How to Influence Sales People and Stop Shoplifting" posters, J. David Paisley Company, 3432 Olive Street, St. Louis, Missouri 63103.

5. "Shoplifting is Stealing, Teens are Told," American Druggist (February 10, 1969).

6. Your state's Council of Retail Merchants.

7. "Your Profit May be in the Customer's Pocket," Progressive Grocer, IIIL (September, 1968).

8. "One in Ten Shoppers is a Shoplifter," The New York Times Magazine (March 15, 1970).

9. "Reducing Shoplifting Losses," Small Marketer's Aid #129 (June, 1970).

10. "Teenage Shoplifting: Who, Where, When, How?" Security World, Volume 10 (November, 1968).

11. "Anything Goes: A Study on Teenage Attitudes Toward Shoplifting in the Greater Toledo, Ohio Marketing Area," R. Minsel, Distributive Education Department, Sylvania High School South, 5403 Silica Drive, Sylvania, Ohio 43560.

12. "One in Ten Shoppers is a Shoplifter," The New York Times Magazine (March 15, 1970).

13. "Campus Shoplifting," Security World, Volume 5 (May, 1968).

14. Film--"Someone's Stealing From You," N.R.M.A.'s Retail Training Film Directory

RESOURCES (continued)

15. Film--"The Shoplifter," N.R.M.A.'s Retail Training Film Directory

16. Film--"Greedy Hands," N.R.M.A.'s Retail Training Film Directory

17. Film--"Silent Crime," N.R.M.A.'s Retail Training Film Directory

18. Film--"Million Dollar Customer," Small Business Administration.

19. Film--"They're Out to Get You," Small Business Administration.

20. Film--"It's Stealing," N.R.M.A.'s Retail Training Film Directory

21. "Chains Shoplifting War Gets Fantastic Results," American Druggist (November 21, 1966).

22. Preventive Shoplifting Executive Plan available through: Youngstown Area Chamber of Commerce, 300 Union National Bank Building, Youngstown, Ohio 44503. Cost: $3.00.

23. "Shoplifting--Can It Ever Be Stopped?" Food Topics (December, 1967).

24. "How to Stop Shoplifters: A Guide for Employees," Florida State Retailers Association, P.O. Box 735, Winter Park, Florida.

25. Coping With Shoplifters, Rogers & Associates, 520 W. Seventh Street, Los Angeles, California. Cost: $1.00.

Content	Activities/Methods
Psychology of Shoplifting	
A. Why people shoplift	A. Posed as a question; draw from the group various reasons. Why will people shoplift?
1. Need	
a. Basic	Comment: The needs of a vagrant or father with no money for groceries is easily understood as a need. However, the teenager's need for a sweater to impress her boyfriend may be almost as intense.
b. Luxuries	
2. For "fun" or "kicks"	
3. The store owes it to them	
4. Can't find a salesman	List verbally on chalkboard.
5. On a dare or impulse	
6. Just to see if they can get away with it	Q. Why would each item listed contribute to a person shoplifting?
7. Can't pass up the chance	Give explanation for each.
8. To add excitement to their life	Q. List possible ways to eliminate a potential theft!
9. Just can't resist themselves	
10. Desire for attention	
B. What does a shoplifter feel	B. Comment:
1. Excitement	
2. Fear of being caught	Usually the thief is more afraid of what people will say than the thought of being arrested.
a. Repercussions from family, friends, others	
b. Legal repercussions	
3. Need to make it up (remorse)	Many times the amateur will buy more goods to cover his theft.

Content	Activities/Methods
C. What are society's feelings about shoplifting 1. Not considered a major offense 2. Public not aware it costs honest customer	Point out recent drives aimed at bringing shoplifting problem to public's attention. 1. The Ohio Council Against Shoplifting, Columbus, Ohio, has launched a public awareness campaign in newspapers, radio and T.V. spot announcements. Theme of promotion: Shoplifting takes everybody's money and it is stealing—a crime. For further information, contact Adult Consultants, Distributive Education Services, 34 N. High, Room 504, Columbus, Ohio 43215, (614) 469-3494. 2. Community programs against shoplifting. Most comprehensive program in the state of Ohio was the total thrust against shoplifting promoted in Findlay, Ohio. Program was directed by Ad. D.E. in co-sponsorship with Findlay area Chamber of Commerce. Specialized programs were prepared for the various groups listed below: a. store owners and managers b. store personnel c. school children (3rd grade through 12th—assembly programs) d. civic groups.

Content	Activities/Methods
1. Ohio's Shoplifting Law	If you have a representative from the local police or sheriff's office, they will be able to present this section. Be sure to discuss the format beforehand to insure the speaker brings out important parts.
2. Major Items in Law	Pass out "Ohio's Shoplifting Law". Ask group to read. Highlight major items.
1. Shoplifting applies only to retail establishments.	
2. The criminal charge for stealing is larceny. Shoplifting is a defined area within the realm of larceny.	
3. Price switching is shoplifting.	
4. Shoplifting is willfully depriving a retailer of all or some part of the value of merchandise.	See attached Law.

(Amended Substitute House Bill No. 49)

AN ACT

To amend sections 2907.20 and 2935.041 and to enact section 2907.48 of the Revised Code to prohibit shoplifting, to allow an agent of the merchant to detain shoplifters, and to increase the penalty for persons convicted of a second or subsequent larceny offense.

Be it enacted by the General Assembly of the State of Ohio:

Section 1. That sections 2907.20 and 2935.041 be amended and section 2907.48 of the Revised Code be enacted to read as follows:

Sec. 2907.20. No person shall steal anything of value.

Whoever violates this section is guilty of larceny, and, if the thing stolen is a firearm of whatever value or if the value of the thing stolen is sixty dollars or more, shall be imprisoned not less than one nor more than seven years. If the value is less than sixty dollars, such person shall be fined not more than three hundred dollars or imprisoned not more than ninety days, or both. IF THE VALUE IS LESS THAN SIXTY DOLLARS AND THE PERSON IS CHARGED AND PROVED TO HAVE BEEN PREVIOUSLY CONVICTED, BY A JUDGMENT WHICH HAS NOT BEEN REVERSED OR VACATED, OF HAVING STOLEN ANYTHING LESS THAN SIXTY DOLLARS IN VALUE, SUCH PERSON SHALL BE FINED NOT MORE THAN FIVE HUNDRED DOLLARS AND IMPRISONED NOT LESS THAN THIRTY DAYS NOR MORE THAN ONE YEAR. A CERTIFIED COPY OF THE JUDGMENT ENTRY OF CONVICTION OF SUCH OFFENSE IS PRIMA-FACIE EVIDENCE OF ANY FACT RECITED THEREIN.

As used in this section, "firearm" means any weapon which is designed to eject or propel a projectile by the action of an explosive or combustible propellant, but does not include firearms which are inoperable and cannot be rendered operable.

Sec. 2907.48. (A) NO PERSON SHALL WILLFULLY ALTER ANY LABEL, PRICE TAG, OR MARKING UPON ANY MERCHANDISE OFFERED FOR SALE BY ANY STORE OR OTHER RETAIL MERCANTILE ESTABLISHMENT WITH THE INTENTION OF DEPRIVING THE OWNER OF ALL OR SOME PART OF THE VALUE THEREOF.

(B) NO PERSON SHALL WILLFULLY TRANSFER ANY MERCHANDISE OFFERED FOR SALE BY ANY STORE OR OTHER RETAIL MERCANTILE ESTABLISHMENT FROM THE CONTAINER IN OR ON WHICH THE SAME SHALL BE DISPLAYED TO ANY OTHER CONTAINER WITH INTENT TO DEPRIVE THE OWNER OF ALL OR SOME PART OF THE VALUE THEREOF.

(C) WHOEVER VIOLATES DIVISION (A) OR (B) OF THIS SECTION IS GUILTY OF SHOPLIFTING, AND SHALL BE FINED NOT MORE THAN THREE HUNDRED DOLLARS OR IMPRISONED NOT MORE THAN NINETY DAYS, OR BOTH. IF A VIOLATOR IS CHARGED AND PROVED TO HAVE BEEN PREVIOUSLY CONVICTED, BY A JUDGMENT WHICH HAS NOT BEEN REVERSED OR VACATED, OF A VIOLATION OF THIS SECTION, OF A VIOLATION UNDER SECTION 2907.20 OF THE REVISED CODE WHERE THE VALUE OF THE THING STOLEN WAS LESS THAN SIXTY DOLLARS, OR OF AN IDENTICAL OFFENSE UNDER A MUNICIPAL ORDINANCE, THEN WHOEVER VIOLATES DIVISION (A) OR (B) OF THIS SECTION SHALL BE FINED NOT MORE THAN FIVE HUNDRED DOLLARS AND IMPRISONED NOT LESS THAN THIRTY DAYS NOR MORE THAN ONE YEAR. A CERTIFIED COPY OF THE JUDGMENT ENTRY OF CONVICTION OF SUCH OFFENSE SHALL BE PRIMA-FACIE EVIDENCE OF ANY FACT RECITED THEREIN.

Sec. 2935.041. A merchant, or HIS employee OR AGENT, who has probable cause for believing that items offered for sale by a mercantile establishment have been unlawfully taken by a person, may, in order to recover such items without search or undue restraint or in order to cause an arrest to be made by a police officer until a warrant can be obtained, detain such person in a reasonable manner for a reasonable length of time within the said mercantile establishment or the immediate vicinity thereof.

Any police officer may, within a reasonable time after such alleged unlawful taking has been committed, arrest without a warrant, any person he has probable cause for believing has committed such unlawful taking in a mercantile establishment.

Section 2. That existing sections 2907.20 and 2935.041 of the Revised Code are hereby repealed.

CHAS. E. FRY,
Speaker Pro Tem of the House of Representatives.

JOHN W. BROWN
President of the Senate.

Passed July 16, 1969.
Approved July 31, 1969.

JAMES A. RHODES,
Governor.

OHIO'S NEW REVISED SHOPLIFTING LAW

by

Representative Walter L. White
Attorney at Law
Lima, Ohio

Ohio's new revised shoplifting law becomes effective October 30, 1969.

The new and revised version of the law retains the provisions of the 1965 statute: imposes additional penalties on second offenders, defines a new crime of shoplifting and expands the class of individuals who may detain a suspected shoplifter.

It will be noted that Section 2935.041 which appears in the front portion of this booklet has but one new amendment. That is, not only a merchant or a merchant's employee may detain a suspected shoplifter, but under the new law, agents of a merchant may also use the detention law. In other words, security officers or organizations who are protecting the store under contract, but are not technically employees, are also given the power to detain suspected shoplifters.

INCREASED PENALTIES

The penalty in felony cases, that is cases in which the value of the thing stolen is $60.00 or more, remains the same. In those instances in which the thing stolen is less than $60.00, an increased penalty has been added to the statute for a second or subsequent offense. For a first offense, the penalty is not to exceed $300.00 and imprisonment not more than 90 days, or both as it was previously; but for a second and subsequent offense, the penalty can be a fine of not more than $500.00 and imprisonment of not less than 30 days, nor more than one year.

These penalties are the penalties under what is commonly known as the Larceny Statute of Ohio and in many instances, charges will continue to be made under this section of the law.

THE CRIME OF SHOPLIFTING

There are two acts, if committed, which constitute a new type of crime. These are enumerated in "A" and "B" of the new Section 2907.48. It is important to recognize that many of the charges where goods are pilfered from a store will still continue to be filed under the old Section 2907.20.

Under the new Section, however, a person who willfully alters a label, price tag or marking upon any merchandise with the intention of depriving the owner of all or some part of the value thereof is guilty of shoplifting. Likewise anyone who willfully transfers merchandise from the original container in or on which the same is displayed to another container with the intent to deprive the owner of all or part of the value thereof is likewise guilty of the crime of shoplifting. The consequences are the same as those provided for under the old Section. If the article would be $60.00 or more, then the case should be prosecuted under Section 2907.20 for the reason that the new Section defining the new crime of shoplifting deals with misdemeanor cases (where the value is less than $60.00).

The use of all the powers given the merchant, his employees or his agent obviously should be exercised with care and caution. The conditions imposed upon such powers should be strictly complied with; misuse can lead to public ridicule, lawsuits and loss of "good will." On the other hand, the merchant need not stand idly by and observe his merchandise going out the front door. A great many of the discussions concerning false arrest are sometimes over-drawn and over-played.

The following comments are designed to acquaint you, your employees and your agents with the other provisions of the law and what they mean. Although the explanations must, of necessity, be tinged with legal phraseology, we have tried to keep this at a minimum to describe the best use of the law and to give some preliminary guidelines.

WHERE DETENTION SHOULD TAKE PLACE

Although many times initial detention may take place in the front portion of the store, at or near the checkout counter, questions and conversations with a suspected shoplifter should be carried on as privately as circumstances permit. Exposure to other customers of the establishment should be kept at a minimum. If possible, a private place ought to be sought out for such conversations and discussions, away from the peering eyes and listening ears of other patrons. A great deal of future difficulties, not only with the person involved, but with other customers, may be avoided by following such precautions.

BASIC SUGGESTIONS

There is no substitute for reading the statute. We have included its contents in this booklet. Both you and your employees should read it.

Not only should the law be read, but the matter of its use should be thoroughly discussed. Your store policy should be clear. You, no doubt, have seen films and participated in discussions on the problem.

You and your employees ought to know how to approach properly a suspected shoplifter, the conversation that is to follow, and what under the circumstances you are to do—detention to recover the merchandise, or detention to obtain a warrant. A copy of the new statute should be posted.

WITH ANY POWER ARE CONDITIONS

As previously mentioned, the powers conferred upon the merchant and his employee should be wisely and judiciously exercised. It should be remembered that such powers are limited. Certain conditions must exist before the power to "detain" may be used without inviting later legal action. Certain restrictions exist as to the manner in which such powers may be exercised. When fully observed, full protection exists, for the use of a right will always be a defense, but the conditions and restrictions which follow must be observed.

WHO MAY USE THE POWER TO DETAIN

The power to detain is not generally given to any citizen of Ohio. It is given only to a merchant, or his employee or agent. If you are not a merchant in the mercantile business or employed by one, this law gives you no additional rights.

PROBABLE CAUSE FOR BELIEVING

What are the circumstances that must exist before such detention takes place? The law says that the merchant, or his employee or agent, must have "probable cause to believe that items offered for sale by a mercantile establishment have been unlawfully taken by a person." In short, there must be "probable cause." This is legal phraseology and covers a multitude of situations. Each situation presents circumstances unique to itself. Probable cause has been defined to be "a reasonable ground to warrant a *cautious* man into believing the accused to be guilty." Therefore to merely suspect without surrounding circumstances that a person may or may not be a shoplifter, is not enough to justify detention.

The very definition urges a conservative approach. However, with this caution we do not mean the power should never be used. Obviously in hundreds of cases such grounds exist. The law says that larceny, of which shoplifting is a form, has two basic elements:

1. The taking and the carrying away of the goods, and

2. Intent to deprive permanently the owner of those goods.

The first element is purely physical. If a person is seen putting goods in his pocket, shopping bag, under a dress or coat, or in some other way concealing the items, the first element is satisfied. In each case the question should be asked, "Would a cautious man on the basis of these facts believe this person has taken merchandise?" If the answer is yes, and there is no reasonable alternative, then the requirement would be satisfied. However, there should be a certainty you can prove by your own testimony, or that of your employees, the facts upon which the decision was based. If after detention or arrest the goods are delivered to you, then the intent of the person to deprive permanently the owner of those goods is established beyond question. But the case you must be prepared for is the one where in spite of all caution, either by accident or design, the suspected culprit only gave the appearance of having the goods and nothing is found. In that case the existence of probable cause is your basic protection.

PURPOSE OF DETAINMENT

Another condition exists as to the use of this power to detain. The purpose of the detention must be for the purpose of recovering the articles or in order to cause the arrest of the person detained. In the original law a distinction was made between adults and minors. In the present law no such distinction exists and detention can take place regardless of whether the person involved is an adult or a minor.

WITHIN THE MERCANTILE ESTABLISHMENT OR ITS IMMEDIATE VICINITY

Under the law, the detention powers given may take place within the mercantile establishment or its immediate vicinity. The original law, which required detention to take place in the store, often caused a "Marathon Race," trying to catch the alleged shoplifter outside the premises. The difficulty with the old law was that it had been so interpreted as to prevent detention until the last check-out counter was passed. The present law has corrected this shortcoming.

WITHOUT SEARCH

To satisfy many who believe that the law would give the merchant, or his employee or agent the right to search the clothing and body of a person, the phrase, "without search," is retained in the law. It is a limitation upon what the merchant, or his employee or agent may do. No right is given to search the suspected shoplifter or his person. The basic law of the land protects a person from unlawful search and seizure, and such search and seizure can take place only after proper Court authority has been obtained. Therefore this passing word of caution: under no circumstances should a merchant take it upon himself to search or "shake down" a suspect. This does not mean, however, that through request or conversation he may not seek to obtain his goods from the suspected shoplifter.

REASONABLE TIME AND MANNER

The time of detention must be "reasonable." The manner of detention must be "reasonable." Again we have a legal term with a very broad definition. The circumstances of each case will determine whether the manner and the time is reasonable. Obviously no suspect can be detained for several hours. Time enough to recover the goods and to call a policeman and cause an arrest to be made would be regarded as reasonable.

Each individual situation will determine the reasonable manner and the reasonable time of such detention. This is why we previously mentioned a rigid store policy should be adopted, so when detention does occur, the merchant, or his employee or agent, has previously decided on a course of action which should be followed with dispatch. Questions as to the use of force should be submitted to your legal counsel for determination.

CONCLUSION

In the foregoing we have presented a brief sketch of the law with suggestions as to its use. We hope this will lead you to discussions in your group and among your employees. We believe the law with its new phraseology and powers is such that it will prove a practical tool to the retailer in cutting down this type of criminal activity and help to solve the shoplifting problem.

THE 10 TYPES OF SHOPLIFTERS

1. The Juvenile

Juvenile shoplifters are more of a nuisance than a threat because they usually confine their plunder to candy, small toys, and other inexpensive items. Children may pilfer because of an inclination toward deviltry. Where possible, the best defense against young offenders is to assign an experienced clerk to approach them immediately, serve them, and endeavor to get them out of the store as quickly as possible.

2. The Thrill-Seeker

The thrill-seeker shoplifter usually has no particular desire or need for the merchandise, but steals simply for the thrill of taking a risk. Cause of the act may be a desire to "show-off" or the acceptance of a dare. These persons seem to be overcome by the same moral lapse that falls upon small boys passing an apple orchard. Only extra vigilance on the part of the pharmacist and his salespeople can cut down this type of pilfering. One store apprehended two high school girls with stolen merchandise. Investigation disclosed that the girls were pledged to a sorority and one requirement for membership was that they bring in merchandise stolen from a corner drug store. Another store caught a thrill-seeker debutante who had pocketed three lipsticks and a compact even though she had more than $40.00 in cash in her purse. These were taken while she was trying to decide a new color for a lipstick and the salesperson left her to wait on another customer.

3. The Person of Limited Means

People of limited means, needing something for themselves, their children, or their homes, sometimes rebel against the fates that force them to exist on an income that doesn't go around, and are easily misled by the small voice inside which tells them to help themselves.

A desire for beauty often prompts women to become shoplifters of cosmetics, costume jewelry, and other personal accessories, especially when they find the cost of a good grooming out of their reach.

A good-looking woman with subtle perfume, fluttering eyes, or a heaving bosom may find it easy to transport the male clerk into a state of mild ecstacy, while she palms or places in her purse or her shoplifting bag the desired article.

4. Kleptomaniac

Kleptomania is a tragedy to those so afflicted. This desire to steal is a disease and the victim seldom can control his actions.

Basically, the kleptomaniac is a person who feels more or less unconsciously that he has been cheated in life and is irresistibly driven to "get even." Psychologists say that this desire usually stems from lack of affection in childhood. The feeling is more common with girls than with boys because the parents often show partiality to the son. This may account for the fact that most kleptomaniacs show signs of effeminacy.

Physiological factors also account for women succumbing at times to desires to steal. Nervous tension and glan maladjustments sometimes bring about kleptomania.

Kleptomaniacs are very careful in preparing for the theft. In fact, the exaggerated care with which they work is generally what attracts attention to them.

When the eyes of this type are detained, the indifference is very marked. Often they are members of respected and well-to-do families, and settlement of this case to them means merely paying for the merchandise. Their substantial connections, they know, will prevent any action against them by the store. In some cases, the family being aware of the weakness of one of its members, asks the store proprietor to have his salespeople watch the person and report what is taken, whereupon the family reimburses the store. This type of shoplifting is a medical case for the psychiatrist, not a criminal case for the court. However, a merchant should be on guard lest the professional shoplifter, when arrested, feigns the pose of a kleptomaniac.

5. The Professional

The professional shoplifter steals for profit and, hence, is the type most costly to retailers. Because he must live on the results of his pilferage, the professional has developed the art to his highest degree. He is the most difficult to detect and apprehend because he works with extreme confidence and nonchalance.

Professional shoplifters know what to take, they steal expensive merchandise that can be converted easily into cash. Most of them dispose of their loot through receivers of stolen merchandise known as "fences." Pawnbrokers are not often used because in most cities they are too closely checked by the police. The most common forms of professional shoplifting which a pharmacist should take precautions against are these: Keep expensive items well under cover such as—PEN AND PENCIL SETS, FANCY PERFUMES, WRIST WATCHES, HIGH POTENCY VITAMIN CAPSULES, OR ANY OTHER DRUG STORE ITEM THAT SELLS FOR OVER $5.00. Furthermore, salespeople should never leave these items exposed and wait on another customer or answer the telephone until the items are again under cover. Professionals are not too interested in common drug store items as they work for cash (by liquidation).

6. Teams

Professionals are often operating in teams. With a two-man team, one person draws the salesperson away from a particular spot in the store, leaving it unprotected for the partner's operation. In a well-staffed store, a three-man team may operate. One of the members engages the salesperson, a second keeps watch and gives warning if detection is apparent, and the third takes the merchandise.

7. The "Tipsy" Customer

The person whose actions indicate that he is drunk, dazed, or ill should be watched, for he may be a shoplifter. Sometimes this type of shoplifter will stagger drunkenly into a store, clutching a dollar bill in his hand.

Unsuspecting clerks assume that he wants to buy something, but close observation can disclose that every time he staggers or leans against a counter, an article from that counter disappears into his pocket.

8. The "Refund Racket"

When a professional shoplifter disposes of stolen items to a pawnshop or "fence," he nets only a small percentage of the actual value of the merchandise. If, however, he can return the stolen merchandise for refund, he gets 100 per cent of the price of the article that was stolen.

You can also request that the cash register receipt accompany merchandise returned for refund to show that the merchandise was purchased at your store.

9. The Housewife

Sometimes they steal ridiculously low-priced merchandise—19¢, 29¢, 69¢ items and excuse their actions by saying that the store will never miss an article of such price.

The woman shoplifter is difficult to control because she often conceals the stolen merchandise on her person. If suspected or questioned, she may threaten a lawsuit to prevent any attempt to search her.

10. Drug Addict

The individual who needs cash to purchase drugs often gets desperate and dangerous. In some cases, groups of these people walk in and take over a store and escape before help can be summoned. Remember they want cash so any item that can be turned into cash easily is a prime target!

Content	Activities/Methods
TOOLS USED BY SHOPLIFTERS 1. Boxes wrapped or tied like a regular suit box or other parcel but with a hinged top, bottom or end. 2. Belts or harnesses to be worn under coats with hooks around the waist of under coats. 3. Work clothing bundled in a package. 4. Pants or bloomers with full pockets. 5. Large wristed gloves. 6. Musical instrument cases. 7. Helper coats with large pockets. 8. Pockets running the full length of the sleeve or large sleeves with cuff pockets. 9. Newspapers or magazines that are folded to hold phonograph records, scarfs, small packages, steaks, or sliced bacon, stockings or hundreds of small items. 10. Umbrellas that are fitted with rubber or elastic bands that are attached to the ribs of the umbrella. 11. Cases that look the same as those carried by physicians. 12. Baby carriages, some have false bottoms and others are filled with blankets to cover articles that are stolen.	Note: Where time permits show group the various tools and how they work. The only way to reduce shoplifting in the retail store is to have the store personnel knowledgeable. (Use discretion and caution in other than retail employee groups.) Show: Parts of the film "Silent Crime" or "The Shoplifter" to dramatize this portion. Demonstrate: Use of the tools. Ask: How can we handle a shoplifter who is seen utilizing one of these tools. Ask: How can an employee safeguard his department or sales area against the use of the tools by a would-be shoplifter!

Content	Activities/Methods
13. Purses that are in basket in self-service stores, also shoulder bags.	
14. Clerks don't suspect maternity clothes; sometimes the bulge is false, and holds a lot of merchandise.	
15. Books that are hollowed out to hold small items.	
16. Dresses with pockets in the back of the neck so small articles can be dropped in while the hair is being fixed.	
17. Bandaged arm with false plaster casts.	
18. Toilet tissue or paper toweling with one end open so that small articles can be put in the broken end.	
19. Coats carried on the arm or laid on the counter that may be laid over the merchandise to be stolen	

COMMON METHODS USED BY SHOPLIFTERS

Palming of merchandise.

Coats--specially designed and tailored.

Packages--false with hinged lid on bottom or top side.

Knitting bags

Briefcases

Folded newspapers

Pockets

Coat sleeves--especially the wide ones on women's coats; also cuff pockets.

Bags or sacks--open.

Special clothing--including elastic waistband and inner pouch.

Hooks or fasteners--inside garments or belts.

Handbags--pilfered by using as their own.

Store-owned clothing--dressing in it and wearing it as if it were their own.

Books--that are hollowed out.

Toilet tissue, paper towels--small articles stuffed in open ends.

Fraudulent returns--without sales ticket.

Jewelry, accessories--stolen and worn as their own.

Hat--articles placed under hat.

Legitimate purchase of articles--accomplice uses the sales slip immediately thereafter to steal identical articles.

Topcoat--draped over arm.

Switching--rings, earrings, etc. when sales clerk's back is turned.

Obtaining sales slip--by making small purchase.

Full shirts

Content	Activities/Methods
Factors that Contribute to Shoplifting	
A. Store Layout	**Bring out store layout factors which make shoplifting easy.**
1. Cluttered shelves	
2. Blind aisles	**Do: Develop layout designs on large poster board of actual store layouts. Ask group to give suggestions on how to reduce the shoplifting in that store or area. List on board.**
3. Poor lighting	
4. Displays near doors	
5. Places where customer can be alone	
B. Store Policies	**Bring out store policies which make shoplifting easy.**
1. Refund procedures	
2. Expensive merchandise openly displayed	**Do: Request store shoplifting policies. If none exist, assist in its development. Analyze the policy to ascertain its merits of reducing shoplifting.**
3. Price tags which can be easily switched	
4. Allowing customers to carry open sacks	
5. Maintaining a skeleton sales force	
C. Salespeople	**Bring out factors**
1. Performing duties without regard to people on the floor	**Do: Request copy of training material used to train salespeople to reduce shoplifting. If none exist, assist in its development. Ask class to identify training needs in this area.**
2. Allowing people to look without letting them know of salespersons' presence	
3. Not acknowledging customers	

Content	Activities/Methods
4. Not bothering to check prices when in question	
5. Not being aware of what merchandise a customer is inspecting	How many dresses go into dressing room; displaying too many articles to prospective buyer.
6. Not inspecting merchandise for hidden items at time of sale	Show: How to inspect.
7. Being oblivious to methods used by shoplifters	
8. Not knowing prices of merchandise	
9. Not being observant	

Content	Activities/Methods
Methods the Retail Employee Uses To Reduce Shoplifting	
The basics of shoplifting prevention on the part of the retail employee may be classified in three parts.	
A. Know your merchandise	
1. Know the price of your goods. Do not allow price switching	**Show examples.**
2. Know how merchandise is packaged	**Show examples.**
a. Be watchful of merchandise whose packaging has been opened or is torn; this may indicate something is inside	
b. Check inside merchandise	
3. Know what is on display and be able to notice when something is missing	**Show ways to display.**
a. Geometrical designs will allow you to do this	**Set up demonstration of this.**
4. Know what a customer takes into the dressing room and insure its return	**Request examples of store policies on this point.** **Show examples of how people can hide items going into dressing rooms.**
B. Practice good sales techniques	
1. Acknowledge all customers	
2. Use merchandise approach when possible	**Explain that giving a customer privacy may encourage theft.**
3. Serve all customers as promptly as possible	**Learn to handle several customers at a time.**

Content	Activities/Methods
4. Never leave your section unattended	
5. Don't turn your back on a customer if you can avoid it	Keep your eyes on <u>everyone</u> and <u>everything</u> even if you are specifically engaged in a sales presentation.
6. Keep a minimum amount of merchandise on counters and be sure that valuable items are safely in their cases	
7. Wrap customers' packages properly	
8. Do not allow sales receipts to lie around	
REMEMBER: A Shoplifter Detests Attention!	
C. Be observant	
1. Don't turn your back to the sales floor	
2. Look up often from stocking, inventory counting, etc.	
3. Watch out for suspicious persons	
4. Observe what people bring into your department. (Lady with no purse entering purse department; man with no coat entering men's clothing.)	
5. Watch people who handle the merchandise without actually looking at it.	

WHAT TO DO AND WHAT TO AVOID WHEN YOU SPOT A SHOPLIFTER

1. Keep the suspect under constant attention, concentrating on the location of the concealed goods.

2. Attract the attention of another employee to witness and assist in the apprehension. Use specially devised PA code system, if necessary.

3. Alert manager, assistant manager, or any special security personnel on duty in the store.

4. Do not confront a shoplifter until the suspect has passed the check-out or pay area. Only confront the shoplifter when you are positive that:

   a. the shoplifter has concealed or switched merchandise,

   b. the incriminating evidence is still in the shoplifter's possession, or

   c. the shoplifter has checked out or left the store still with the merchandise.

5. Do not indicate, however, that a "mistake" has been made.

6. Do not accuse the shoplifter of stealing or use the word "stole" or "steal."

7. Do not use force.

8. Do not touch or search the subject, especially a woman.

9. If a suspect refuses to cooperate, call police immediately.

10. Do not make any deals, agreements, or promises to let the shoplifter go if merchandise is returned.

11. Do not let your view of the shoplifter be blocked so that concealed merchandise may be discarded.

Content	Activities/Methods
THE RECOGNITION, DETECTION, AND APPREHENSION OF THE SHOPLIFTER	
Physical Characteristics of a Shoplifter.	Discuss how the appearance of a person will not necessarily indicate his intentions.
A. May be male or female, juvenile or adult.	
B. Age span can range from five to eighty-five years.	
C. Color of skin, size of person, or type or quality of attire are not definite means of identification.	
The Apprehension of a Shoplifter.	
Recognizing that different business organizations have established different policies for the apprehension of shoplifters, here are some general rules.	Note: Since a store is subject to a civil suit for false arrest, it is imperative that a shoplifter be positively identified before an arrest is made, either in the store as is now possible under the revised Ohio Shoplifting Law, or after leaving the store premises.
Two basic elements must be present before one should apprehend a suspect:	Have a local police officer come in to discuss the apprehension and punishment of shoplifters in your city.
1. The taking and the carrying away of the goods.	
2. Intent to deprive permanently the owner of those goods.	
Get Positive Description of Person.	Note: Train people to be very specific in describing people. For instance, tall and medium build tells an officer nothing. On the other hand, 6' 2", 150 pounds, black wavy long hair, silver glasses, and a mole on his neck behind his left ear is a lot more descriptive and helpful. Practice this by asking everyone in the room to accurately describe a person placed in front of the class. Time this experiment.
1. Use paper and pencil to write down your description.	
2. Be very specific about physical features.	
3. Note unusual physical features, words, expressions, mannerisms or clothing.	

Content	Activities/Methods
Get Positive Description of Merchandise. 1. Be prepared to make a positive identification of the merchandise---size, color, price, etc. 2. Make sure you note the time, day, and your initial on the garment itself. Summary. 1. Never accuse. 2. Be sure you saw them take merchandise. 3. Get description. 4. Get help. 5. Don't let person out of your sight or drop the stolen merchandise.	Note: When making a declaration in court, you must provide positive identification that, in fact, this was the merchandise in question that was stolen. Place this information on an attached price tag, label, or on an inconspicuous portion of the merchandise. (Be careful not to damage merchandise for possible resale after the trial.)

HOW TO INTERVIEW THE SHOPLIFTER

1. Use no threats or make no promises.

2. Carefully establish the suspects identity using driver's license, draft card, credit card, etc.

3. Do not accept payment for the merchandise in return for dismissal of charges.

4. Obtain a separate written statement from a witness in the event the shoplifter refuses to sign a statement.

5. Mark merchandise recovered from the suspect for identification.

6. Contact local police, giving them all the details of the offense.

7. Agree to sign an affidavit for the police charging a suspect with a criminal charge.

8. Release merchandise to the police, and obtain a receipt in return.

9. Release the suspect's statement and other reports to the prosecuting attorney if he requests them.

CASES

CASE #1

Joe and Tom enter a hardware store. Tom notices an item that he would like for his car. It sells for $14.95, but he only has $10.00. He asks Joe for a loan, but Joe cannot help him out. Tom decides he is going to have the merchandise anyway. He tells Joe that the hardware store "is not hurting for customers, they can afford a loss. Besides, they owe me something for all my past business and the business I have helped them get." Tom then tells Joe to go over to the cashier's desk and distract the sales clerk while he slips the merchandise in his coat.

QUESTION: Why do you think Tom decided to take the merchandise without paying for it?

QUESTION: How could the store have prevented this loss?

CASE #2

George Harris, age 18 and a senior in high school, has shoplifted off and on during the past five years. The largest item he has ever taken is a tape recorded valued at $59.00. George has been caught only once. At age 17, he had been caught stealing a sweater and had been taken to the police station where he was given a lecture and held until his parents arrived for him. After this experience he had decided to quit shoplifting. But after a period of four months, he had started taking things again.

George receives a weekly allowance of $10.00 and has recently been working part-time at the local supermarket. After graduation, George plans to work full-time for the supermarket and estimates that his earnings before taxes will be $95.00 a week.

QUESTION: Why does George shoplift?

_____

_____

_____

QUESTION: What are some possible reasons for George's failure to quit shoplifting?

_____

_____

_____

QUESTION: Do you think George will quit shoplifting once he begins full-time employment?

_____

_____

_____

HANDOUTS

PROVISIONS OF SHOPLIFTING LAWS

Source: ***MASS RETAILING MERCHANDISER***, November, 1972

1. *Definition of shoplifting or theft of merchandise.* This may include any or all of the following: removing unpurchased goods from within the store with intent to steal; concealment of unpurchased goods with intent not to pay for same; alteration of price tag or other markings; transfer of goods to another person or another container with intent to steal. One who assists or abets is also guilty.

2. *Right of detention.* This includes giving the right to a merchant, his employee or a peace officer to detain a suspected shoplifter for a number of reasons. These vary in different states and can include questioning with regard to ownership of the goods and questioning witnesses to the alleged act. This right is limited to a reasonable time---sometimes defined in the law---with the manner of detention also a reasonable one. Probable cause must exist for believing a crime was committed and the suspect committed the act. Few laws define probable cause and reasonable grounds, with judicial criteria usually being what the careful prudent man would do under the circumstances.

3. *Immunity from guilt.* This includes immunity from various civil and criminal actions if the merchant, his employee or peace officer takes the suspect into custody to detain him in a reasonable manner and for a reasonable length of time. Such custody and detention does not make merchant, his employee or officer liable in a civil or criminal suit based on grounds such as slander, false arrest, false imprisonment or unlawful detention.

4. *Presumption of guilt.* This includes willful concealment of goods as prima facie evidence that intent to shoplift the items existed with the suspect having the burden to prove that this intent did not exist. This presumption often includes the presumption that finding unpurchased goods indicated that the items were willfully concealed with intent to steal.

5. *Penalties.* This indicates that the law includes penalties applicable to the crime of shoplifting and includes graduated fines and/or imprisonment penalties. In some states the crime can be a felony punishable by imprisonment up to 20 years.

TIPS ON HANDLING SHOPLIFTING PROBLEMS

1. Use alert, aggressive salesmanship at all times; greet each customer promptly.
2. Keep aisles clear.
3. Place expensive items behind counter or in a closed display case.
4. When possible, keep items away from the edge of the counter.
5. Check dressing rooms often for clothing left by customers. Check customers as they enter and leave the dressing room.
6. Keep empty hangers off display racks at all times.
7. Keep displays as complete as possible; this makes it easier to spot shoplifters.
8. Check merchandise as you write up the order. Look for ticket switching and concealment of additional merchandise inside merchandise customer is buying. KNOW YOUR MERCHANDISE.
9. Never turn your back on a customer if you can avoid it.
10. Be especially alert during opening, closing, and lunch hours.
11. Shoplifters fear attention---give them plenty of alert, friendly service.
12. The shoplifter never keeps his eyes on the merchandise he is about to steal.
13. Watch the hands---the hands do the stealing.
14. Quick movements and shoulder jerks often give away shoplifters as they go through the motions of concealing or juggling the merchandise.
15. Beware of loosely-wrapped parcels which could have false openings.
16. Be especially observant of people wearing loose, bulky coats or dresses.
17. Professional shoplifters often travel in pairs. Watch out for the "faint" or "fights" technique. Professionals use distractions to create opportunities to steal.
18. One of the simplest methods of shoplifting is for a person to try on merchandise and then walk away from the department wearing it.
19. Never leave your section unattended.
20. Watch for prowlers in stockroom. Question closely any unauthorized person you find in the stockroom and if necessary, call security or your supervisor.

EIGHTY POINTS OF SECURITY CONTROL

Up to this point we have discussed the general principles of loss prevention in the self-service, check-out store. Now we should examine some specific ideas which have proven effective in the past in reducing inventory shortages.

Here are some questions that should be asked when checking a store to see if it is being operated with a minimum of security risk.

1. Is all merchandise received into the store being checked against the invoice?

2. Are all goods checked for quantity when being brought from the back room to the selling area?

3. When you receive merchandise by direct delivery from a resource, is it carefully checked before you sign the delivery slip?

4. Do you have a policy of checking direct delivery men who leave the store with empty milk cans, empty bottles, outdated merchandise, or salvage, etc., to make certain that they have not concealed merchandise in with these items?

5. Are scales being adjusted and checked regularly to be sure they are accurate?

6. Is the management spot-checking to be sure that goods are being accurately weighed when sold in bulk?

7. Are bags being stapled in bulk weighing departments to prevent the customer from adding additional merchandise before reaching the check-out counter?

8. Are you careful to see that all goods have an individual price on each item so that the checker will not have to remember or guess at the price?

9. Is the price tag legible?

10. Are spot checks made of merchandise that has been priced against the invoice to see if pricing is accurate?

11. Do you make price changes as quickly as possible after notification, and are you careful to see that all store personnel concerned are informed of this price change as soon as it is effective?

12. Are you careful to see that all pieces of a remarked item are re-marked to the new price?

13. When you have special advertised prices do you keep a list available at your checkers for guidance? Is the list alphabetically arranged, printed in large type and easily readable?

14. When you have items that are *not* price stamped, do you keep a list of these posted at your cash registers at all times? Is that list kept current?

15. When you change prices because of mark-ups or mark-downs, are you careful to change your posted lists?

16. Does the store have a good refund system? Is a spot check being made through the mail to insure that refunds are not being forged against a non-existent customer name and address?

17. Are you careful to see that all refunds are properly validated?

18. Are coupons being properly rung on your registers? They can be a serious source of loss by manipulation if not carefully controlled.

19. If your store uses trading stamps, do you keep them carefully controlled under lock and key recognizing that they are the equivalent of money?

20. Is your cashier office kept locked at all times?

21. Do you periodically check and compare sales tickets issued in individual departments against the stubs appearing at the cash register check-out, to be sure they are identical?

22. As store manager, do you personally question any discrepancies on register check-out forms?

23. Do you examine register tapes for unauthorized voids or unauthorized "no sales"?

24. Do you as a manager permit people other than yourself to make cash payouts?

25. Do you spot check to be sure that payment is made for merchandise received by customers on COD?

26. Are you sure no one in your store is permitting unauthorized credit accounts to either customers or employees without your knowledge?

27. The check-out area is your most important customer-relations area. Do you make every effort to keep customers moving smoothly through this area? Failure to keep customers moving can be a security problem because when long lines are allowed to form, customers become irritated; and the long wait for service sometimes gives them an excellent opportunity to pocket your goods.

28. Do you spot check to see if your cashiers are following up 100% on your store's check-out procedures?

29. Have you given your checkers a simple test in arithmetic to see if they know how to figure fractions? Errors in figuring multiple priced items on individual purchases can result in a direct loss of money.

30. *Are you seeing to it that your cashier is giving a cash register receipt to every customer at the completion of each sale?* Following this one rule can save your store thousands of dollars. The cash register is one of the most important preventives to theft incorporated into the retail system. However, like all controls, it is effective only if properly used. As a security manager, I believe the most important single thing you can do to insure a sale is accurately recorded and money placed in the register, is to give the customer a cash register receipt.

31. If your push baskets have a lower shelf are you careful to see that the lower shelf is checked for merchandise before the customer passes the check-out cashier? Do you have a mirror arrangement so that your cashier can quickly glance into the mirror and see whether there is any merchandise in the lower shelf of the customer push basket?

32. When your employees leave the check-out area are they being careful to lock their cash registers? Do you use "watch dog" mats to prevent till-tapping?

33. If you have trading stamp dispensers, are they locked or removed from the cash register when the checker leaves the check-out area?

34. If you have automatic coin dispensers, do your checkers always make certain they are locked when they leave the area?

35. Do you follow a good check-cashing procedure in your store?

36. Is a follow-up spot check made to insure that check-cashing procedures are being followed and that good identification and customer description are being obtained on all checks?

37. Have you considered the use of a check camera?

38. Are you allowing any of your personnel to cash checks without your approval?

39. Is merchandise being handled carefully by employees to prevent damage and breakage?

40. Does the store manager have a firm policy of good housekeeping? If goods are kept straight on the shelf, they are easier to inventory and, in addition, customers are more reluctant to steal from a well kept display. Disorder and the careless display of goods will often lead to theft because the shoplifter believes that a loss will not be noticed.

41. Do you remove dented, damaged and unlabeled goods from your shelves and mark it down for immediate sale before it is drained off by scavenging porters or other employees?

42. How do you handle salvage goods? Do you have a system set up which will prevent good merchandise from being stolen under the pretense that it is "salvage" goods?

43. When transferring goods out of the store, either in returning them to the warehouse or to another store, are you careful to have paperwork procedure made out before the transfer?

44. In the case of all mark-downs are you following a firm policy of making a written record *before* the mark-down is put into effect?

45. Do you send copies of transfer tickets, return tickets, requests for credit, etc., to the company's central office *daily?*

46. Do you make out a request for credit, according to the policy of your store, on goods that are short on delivery, received broken, damaged, or are otherwise unsalable? And do you send these reports on the same day that the incident occurs?

47. Are you checking to be sure that all customers and all employees pay sales tax when making purchases?

48. How do you handle your employee purchases? Do you insist that these purchases made in the store by the employees are checked out either by the manager or by a person in a supervisory capacity? Does the person check by looking inside the package? Or are they trying to be a "good fellow" and giving lip service to this program thus allowing the employee to steal?

49. Do you have a store rule that relatives of any of your cashier-checkers must be checked out by some other checker?

50. Are you careful not to permit store personnel to help themselves to candy bars, cigarettes and other small things without paying for them? These bad habits can cause costly losses by accumulation and can set up patterns of behavior which will lead to major losses.

51. Do you have a firm policy on employee purchases and are you careful to spot-check such purchases to be sure your policy is being followed?

52. Do you occasionally open employee purchases and compare the contents with the cash register slip attached to the outside to be sure the employee does not have more goods than called for?

53. The rear exit to your store is a vulnerable point which needs constant control. Do you have a policy that no one should be permitted to leave the store by way of your back door? At the end of the day, do you insist that all employees leave through a single front entrance?

54. Do you see to it that employee cars are not parked close to the store and, particularly, not close to your rear exit?

55. Do you have shoppers test your store to see that all goods are properly recorded and cash payments are put in registers?

56. Are you in the habit of leaving your store during the day for long periods of time? If so, do you have someone observe the store and its operation without the knowledge of your employees during these periods? What other precautions do you take to insure that things are not occurring that cause theft losses during these periods of absence?

57. If you sell cigarettes and liquor in your store, are these located in an area which is in view of your check-out counters and the store manager's office?

58. Are all excess cigarettes, cosmetics, liquor and other desirable goods kept under lock and key, and are they regularly inventoried?

59. It has been found dangerous to display cigarettes in half case lots; thieves carry these out of the store in such a way that it looks as though they are carrying out an empty case. Are you careful not to display cigarettes in half-case lots?

60. When you have a carton of cigarettes on display, are you careful to be sure that all of these cartons have a store identifying stamp on them?

61. Do you force every customer leaving your store to use a regular check-out lane by blocking unused check-out lanes, either with shopping carts or locked gates?

62. Do you use the practice of greeting customers as they enter your store or acknowledging their presence with a friendly smile or a congenial "hello" as you pass them in the aisle? Not only does this have good public relations value, but it also lets the customer know he has been identified. This indicates that the store is friendly and ready to be of service to the legitimate customer, but to the shoplifter such recognition indicates watchfulness and she has a fear of future identification. The shoplifter does not like to be identified. She does not want anyone to remember her being in the store. Therefore, the habit of greeting customers can be an important deterrent to shoplifter thefts.

63. Are you checking customer packages coming into the store? A check-room of this type can save you many, many times what it will cost you to operate. It can also result in increased sales as a customer is not burdened by carrying her own packages around with her. She is free to pick up additional impulse items placed out to tempt her fancy.

64. If you do not have a package check-room, do you have a sign near your check-out area reserving the right to inspect all customer shopping bags?

65. Do you have doors on all exits out of the selling area? Where these doors do not have to be kept opened, do you have them locked when not in use? Do you have "no admittance" signs on these doors to keep unauthorized people out of your non-selling areas?

66. Have you considered possible observation vents which overlook the selling aisles of your store so that you can observe employees and customers without their being aware of being observed?

67. The check-out store, because of the limited staff employed, often has very few employees either at opening or at closing time, therefore, it is more liable to hold-ups. Do you as a precaution against hold-ups have some other employee accompany you when you open and close your store? An excellent way to do this is to have the employee leave before you in the evening and stand across the street to observe while you come out and lock the door. The same procedure can be done in reverse in the morning. If the two men involved in opening or closing a store are together, they may both become victims of the hold-up man, but by one being an observer at a distance, he is able to convey any needed call for help to the police.

68. Is your store designed so that the front windows, facing the street, are free of advertising displays and merchandise, so that people passing by on the street can look into the store and see the cashiers and the interior of the store? Do you also have your safe arranged so that it has a light over it that will make it visible through this front window after hours?

69. Have you persuaded your local Police Department to make spot checks of your operation not only during non-selling hours, but also during the period when the store is open?

70. Do you keep all windows and rear doors locked when they are not in use, and do you make sure that all doors are securely locked in the evening before you leave the store?

71. For night deliveries, it is important that you have a room sealed off from the rest of the store area. In this way you permit the delivery of goods outside of regular business hours without endangering your stock. Do you check your night delivery room enclosure from time to time, to see that no ways of entrance can be gained into the selling area of the store? Do you see that the night delivery room is kept securely locked each night?

72. Are you careful to insure that the night delivery room is cleared of goods that could be stolen, each night before the store is closed? If this is not possible, do you take spot inventories from time to time of your night delivery room and check it again in the morning to see if there is any indication of theft losses?

73. Does your store have a security manual so that your policies in regard to prevention, detection, apprehension and prosecution are carefully worked out in advance of the problem? Has your manual been reviewed for legal validation? Does it meet the public relations needs of your company? Is it practical and workable?

74. Do you prepare and post security bulletins about short-change artists, till tappers, bad check passers and other information which is available from your local Police Department?

75. What have you done in regard to educating your employees, particularly your cashier checkers, on techniques for preventing theft?

76. Have you discussed the subject of theft prevention with your employees, and have you instructed them on what to do in case they see a customer steal?

77. Have you and your staff explored the necessary steps in apprehending and interviewing a dishonest customer?

78. Have you talked to the city law enforcement people about the possibility of obtaining photographs and modus operandi of people active in retail thefts in your area?

79. Do you try to keep employees, as they work, distributed throughout the store rather than having them grouped together in one area?

80. Have you established an award program for your employees who give information leading to the apprehension of a shoplifter?

DIRECTIONS: At the left of each phrase, you will indicate by using the letters M or F, whether the shoplifting act constitutes a misdemeanor or felony.

TIME LIMIT: 10 minutes.

____ 1. A man enters a TV shop, waits until the salesman's back is turned, fastens a check-out tag on a $150 TV set and walks out of the store.

____ 2. A shopper conceals a watch worth $85 in a folded newspaper and walks out of a jewelry store.

____ 3. A shopper picks up a bottle of perfume, places it in her pocket, failing to pay for it as she goes through the check-out line.

____ 4. A young man enters a clothing store, tries on a shirt, and walks out of the store with it on.

____ 5. During her day off, a supermarket store employee purchases $25 worth of groceries, but conceals several drug items in her handbag.

____ 6. A woman supermarket shopper switches the label from a package of lunch meat to a package of steak.

____ 7. A man enters a department store, purchases a suitcase, fills it with miscellaneous merchandise, totaling $60, and walks out.

____ 8. A shopper fraudulently returns a portable stereo tape player worth $98 to a specialty store.

K E Y

to

Misdemeanor or Felony

1. F
2. F
3. M
4. M
5. M
6. M
7. F
8. F

Security Check List—Can you check them all?

SHIPPING AND RECEIVING

[] 1. Empty cartons and containers examined carefully for merchandise before disposal and trash removal supervised.

[] 2. Receiving doors locked at all times when not receiving merchandise.

[] 3. All shipments entered in receiving book immediately upon receipt.

[] 4. All shipments/deliveries properly received and signed for by authorized person.

[] 5. Carrier claims filed.

[] 6. Security seals for MMG trailers procedure followed (Manual 2010).

[] 7. Merchandise shipped out on accordance with procedures (Manual 2505.02).

[] 8. Direct vendor shipments, for store and restaurant, checked for shortages and damage.

[] 9. Unauthorized persons restricted from entering.

STOCK ROOM

[] 10. Unauthorized persons restricted from entering.

[] 11. Kept clean and neat and merchandise protected from dirt, dust, damage, etc.

[] 12. All seasonal merchandise and displays labeled, packed and stored properly.

[] 13. Lay-away room properly maintained and locked when not occupied by working employee.

[] 14. Candy room and restaurant supply room locked when not occupied by working employee.

[] 15. Locked security area provided for watches, electronics, appliances, nylons.

SELLING FLOOR AND MERCHANDISE

[] 16. Floors kept clean of obstructions, water, litter, etc.

[] 17. Sufficient supervision on sales floor, particularly during busy time of day.

[] 18. Customers waited on promptly.

[] 19. Monies promptly and properly registered immediately after each customer has been served at the restaurant.

[] 20. Perishable foodstuffs kept under proper refrigeration.

[] 21. Employee food purchases properly registered.

[] 22. Policy of no purchase of food or supply items through restaurant for personnel followed.

[] 23. Price signs correspond to item price tickets.

[] 24. Merchandise in understocks kept neat and clean.

[] 25. All merchandise properly marked.

[] 26. Scales and measuregraphs checked for accuracy.

[] 27. All areas on sales floor easily observable by personnel.

[] 28. Displays neat, clean, and orderly in merchandise and restaurant areas.

[] 29. Reduced merchandise marked in green ink and properly recorded on Form 116-103.

[] 30. High-pilferage merchandise displayed near checkouts where it can be easily observed by personnel.

[] 31. High-value merchandise (appliances, radios, etc.) adequately safeguarded with available devices.

[] 32. Stock containers and baskets emptied promptly and removed from sales floor.

[] 33. Accurate records kept of mark-ups and markdowns.

[] 34. Merchandise protected from dirt, dust, damage, etc.

[] 35. All personal items kept out of understocks and restaurant counter shelves.

[] 36. No merchandise kept in understock, for employees, to be written up later.

[] 37. All store and restaurant personnel wearing name badges.

[] 38. Lay-away procedure being followed (Manual 2200).

[] 39. Merchandise for store use properly handled (Manual 3400).

[] 40. Fitting rooms kept free of hangers, tickets and merchandise.

OFFICE

[] 41. Office orderly—uncluttered.

[] 42. Office door kept locked at all times. Keys to authorized persons only.

[] 43. All cash kept in locked cash drawer. Excess cash locked in safe.

[] 44. Change fund balanced daily.

[] 45. Money orders and checks kept in locked drawer.

[] 46. Check imprinting machine safeguarded.

[] 47. Bank deposits made accurately.

[] 48. Bank deposits taken to bank by two (2) persons.

[] 49. All checks cashed according to MMG policy (Manual 2009).

[] 50. Store safe locked at all times.

[] 51. Refund books controlled by cashier.

[] 52. Store advances reviewed weekly by manager.

[] 53. Debit memos prepared for all vendor shortages, damages and returns and for store to store transfers.

[] 54. Employee purchases verified by authorized person.

[] 55. Vendor W.I.R.'s (green) checked on a current basis.

[] 56. All 'invoice-no order' notations on W.I.R. examined.

[] 57. Retail adjustments prepared.

[] 58. Copies of all preprints and store written orders sent weekly to H.O.

CASH REGISTERS AND CHECK-OUT COUNTERS

[] 59. Adequate manning of check-out counters according to customer traffic.

[] 60. Registers locked when not in use.

[] 61. Only authorized personnel carry 'read' keys for registers.

[] 62. Register indicators kept clear.

[] 63. Registers reconciled on schedule set up by manager.

[] 64. Detail tapes and customer tapes in register (where applicable) and legible.

[] 65. Each customer's purchase recorded as a separate transaction.

[] 66. All items, which could contain other merchandise, examined at the checkout.

[] 67. All monies put in register at time of sale.

[] 68. Register drawers closed after each transaction.

[] 69. All monies registered before wrapping merchandise.

[] 70. Register receipts stapled to packages.

[] 71. No register receipts in trash or in checkout area.

[] 72. Over-rings under control of supervisor at a central location.

[] 73. Over-rings approved by supervisor at time of error.

[] 74. Refunds handled according to MMG policy (Manual 2101).

[] 75. Employee purchase system in accordance with MMG policy (Manual 1711).

[] 76. Understock of check-out counters kept clear of personal packages and odd merchandise.

[] 77. Control set up by manager covering merchandise marked at checkouts.

[] 78. Bank credit charges ok'd by supervisor for accuracy and complete information.

MISCELLANEOUS PROCEDURES AND REQUIREMENTS

[] 79. Money order machine kept locked. Key to authorized person only.

[] 80. Trash and restaurant refuse removal supervised by authorized personnel.

[] 81. Fire extinguishers sufficient in numbers, properly placed and in good operating condition. Proper extinguishers are available for use in food service facilities (i.e. foam for grease fire). Inspection tag on extinguishers are up to date.

[] 82. Pick-ups and money collections (vending machines) made by two (2) people.

[] 83. All locks, alarms, and other protective devices in good working condition.

[] 84. Windows in good repair and secured.

[] 85. Emergency exits free of blockage and appropriately marked.

[] 86. Employee package check system operative according to MMG policy (Manual 1711).

[] 87. Employees' coats, purses, packages, purchases, etc. kept in designated area of the store.

[] 88. Employees instructed what to do in case observance of shoplifting, fire, robbery or other civil disorder.

[] 89. Regular meetings set up and held with all personnel on security and leakage control.

[] 90. Weekly security report (Form #620) being used and up to date.

[] 91. Lock changing procedures followed when and where appropriate (Manual 2007).

[] 92. Someone responsible-in-charge-on sales floor at all times.

[] 93. Employee and public restrooms neat and orderly.

[] 94. Lay-away room properly maintained.

TESTS

DIRECTIONS: Correctly match the shoplifter types with the characteristics of specific shoplifters.

TIME LIMIT: 15 minutes.

SPECIFIC TYPES OF SHOPLIFTERS	CHARACTERISTICS OF SPECIFIC SHOPLIFTERS
A. Amateur shoplifter	___ 1. Has inner compulsion to steal.
B. Juvenile	___ 2. Acts on impulse.
C. Kleptomaniac	___ 3. Very dangerous, needs money for habit.
D. Narcotics	___ 4. Very cautious, will not take unnecessary chances.
E. Professional	___ 5. May steal to acquire status within his "group"
F. Vagrant	___ 6. Steals to exist.
	___ 7. Making a career of shoplifting.
	___ 8. Usually two or more involved.
	___ 9. Quite often under influence of alcohol.
	___ 10. Very observant, can spot a store detective or sales clerk who is watching him.

K E Y

to

Specific Types of Shoplifters

1. C
2. A
3. D
4. E
5. B
6. F
7. E
8. B
9. F
10. E

HOW TO INTERVIEW THE SHOPLIFTER

1. Use no threats or make no promises.

2. Carefully establish the suspects identity using driver's license, draft card, credit card, etc.

3. Do not accept payment for the merchandise in return for dismissal of charges.

4. Obtain a separate written statement from a witness in the event the shoplifter refuses to sign a statement.

5. Mark merchandise recovered from the suspect for identification.

6. Contact local police, giving them all the details of the offense.

7. Agree to sign an affidavit for the police charging a suspect with a criminal charge.

8. Release merchandise to the police, and obtain a receipt in return.

9. Release the suspect's statement and other reports to the prosecuting attorney if he requests them.

POINTS TO REMEMBER!

(1) Never accuse.

(2) Be sure you saw them take merchandise.

(3) Get the description.

(4) Get help.

(5) Don't let person out of your sight or drop the stolen merchandise.

PROGRAM FORMAT

SAMPLE

SHOPLIFTING SEMINAR

WHAT: A seminar to help prevent and detect shoplifting in _____.

WHEN: _____.

WHERE: At the _____ Y. M. C. A.

WHO: Sponsored by the Retail Division of the _____ Area Chamber of Commerce and the Distributive Education Department of _____ High School.

FOR: All employees of _____ Area businesses.

PROGRAM

7:15 A.M. Registration and FREE coffee and donuts.

7:30 A.M. WELCOME -- _____, Chairman of the Retail Merchants Division.

7:40 A.M. Shoplifting Film -- _____, Consultant for Adult Education, Distributive Education, State Department of Education.

8:05 A.M. Distribution of materials relevant to shoplifting and the Shoplifting Law.

8:10 A.M. Introduction of panel -- Coordinator of High School.

8:30 A.M. Question and answer period.

8:45 A.M. ADJOURN.

PANEL

Mayor of _____ -- _____

Chief of Police, City of _____ -- _____

Judge of _____ County -- _____

Asst. _____ County Prosecuting Attorney -- _____

SAMPLE

AGENDA FOR CLASS

1 - 6 Hours in Length

1. WELCOME --- Introduction of Adult Distributive Education.
2. FILM --- "The Shoplifter", "Silent Crime", or "Caught".
3. ARTICLES
4. OHIO SHOPLIFTING LAWS --- "Discussion" from group.
5. HANDOUT --- on Adult Distributive Education and High School.
6. EVALUATION.
7. THANK YOU FROM SHOPLIFTER.

THANK YOU FROM A SHOPLIFTER

Dear Salesperson:

Just a note to thank you for the assistance you gave me in stealing from your department. It was nice of you to stay by the cash register and not pay any attention to me.

Thank the other salespeople for me, too; that important conversation they were carrying on about last night's social event gave me plenty of time to make a big haul and get away without even a "May I help you?"

I'm telling all my fellow thieves how accommodating you are. We really appreciate your staying away from us when we say we are "just looking."

It's people like you who make our jobs more rewarding.

I'll visit you often. Again, thanks.

THE SHOPLIFTER